

The State of California HMO Report Card 2002/03



How does your HMO rate
on quality and service?

Welcome to the State of California HMO Report Card

The State of California rates Health Maintenance Organizations (HMOs) on their quality of care and customer service and provides additional information about plan and doctor services in English and other languages. Medical groups are also rated for the quality of the treatment and service they give their patients.

This report card is compiled by the **Office of the Patient Advocate**, established in July 2000 by Governor Gray Davis for the purpose of educating California HMO enrollees about their rights under California law. Use the information here to help choose the HMO and medical group that best meet your family's health care needs.

About the Ratings

This report card rates HMOs in three categories:

1

HMO Quality

How do HMOs rate on helping you stay healthy, caring for your illnesses, communicating with you and delivering customer service?

2

HMO Services in Other Languages

What languages besides English does the HMO offer you so you can communicate with their plan service staff and doctors within the plan? Are written materials available to you in other languages?

3

Medical Group Quality

Which medical groups and their doctors see that you get care when you need it? How do the medical group doctors compare on key aspects of good care like communicating clearly and spending enough time with you?

Getting Started

Some health care providers and HMOs give great care and service. Others don't. To choose HMOs and medical groups, use these ratings to see which ones have been rated highly.

The **HMO Statewide Ratings** table below can help tell you which HMOs:

- Help you stay healthy, get better when you're sick and give needed care if you have a chronic illness
- Have doctors who give you enough time and attention, listen and explain matters carefully and treat you with respect
- Pay claims quickly and correctly, solve complaints, keep paperwork to a minimum, and have helpful, well-trained service staff.

HMO Ratings

Compare HMOs on five measures of quality in any of 11 areas throughout California to see which one suits your needs.

HMO Services in Other Languages

See which HMOs offer bilingual publications and have staffs and doctors who speak languages other than English.

Medical Group Ratings

Compare medical groups on four measures of quality in any of 11 areas throughout California to find one that's right for you.

HMO Ratings Statewide

HMO Plans	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Doctor Communication & Services	Plan Service
Aetna U.S. Healthcare of California	★★	★	★★	★★	★
Blue Cross HMO – CaliforniaCare	★★	★	★	★★	★★
Blue Shield of California	★★	★	★	★★	★
CIGNA HealthCare of California	★★	★	★★	★★	★
Health Net	★	★	★	★★	★
Kaiser Permanente–North	★★	★★	★	★★	★★
Kaiser Permanente–South	★★★	★★	★	★★	★★
PacifiCare of California	★★	★★	★★	★★	★
Universal Care	☆	★	☆	★★	★★
Western Health Advantage	★	☆	☆	★★	★★
RATINGS KEY → Excellent ★★★ Good ★★ Fair ★ Poor ☆					

HMO Services in Other Languages

For those who speak a language other than English or who use American Sign Language, the following four tables show some of the services HMOs offer including interpreter services, list of bilingual doctors, and non-English written materials. Choose the table that shows the type of coverage you have (Individual/Employer, Healthy Families, Medi-Cal, or Medicare coverage), as services may be different depending on your type of coverage.

This information does not describe all services available and does not compare HMOs on the quality of their language services. For further information on available services, contact the HMO directly using the telephone number on page 20 of this booklet.

For more information about this data or problems in obtaining language assistance, contact the Office of the Patient Advocate at **1-866-HMO-8900** or visit our website, **www.opa.ca.gov**.

Individual/Employer

HMO SERVICES IN OTHER LANGUAGES

	INTERPRETER SERVICES			WRITTEN MATERIALS	
	When Calling your HMO, Plan Customer Service Staff Speak/Use:	For Doctor Visits, Telephone Interpreter Services are Arranged By:	For Doctor Visits, Access to Face-to-Face Interpreter Arranged By:	Plan Has List of Bilingual Doctors In:	Many Written Materials Are Translated Into:
Aetna US Healthcare of California	Spanish, Mandarin/Cantonese Use a Language Line	Plan	Plan	Spanish	Spanish
Blue Cross HMO-California Care	Spanish Use a Language Line	Not Specified	Not Specified	Not Applicable	Spanish
Blue Shield of California	Spanish Use a Language Line	Doctor/Group	Doctor/Group	Spanish	Spanish
CIGNA HealthCare of California	Spanish Use a Language Line	Member	Member	Spanish	Spanish
Health Net	Spanish, Mandarin/Cantonese Use a Language Line	Member	Member	Spanish	Spanish
Kaiser Permanente	Spanish, Mandarin/Cantonese Use a Language Line	Plan	Plan	Spanish	Spanish, Chinese
PacifiCare of California	Spanish, Mandarin/Cantonese Use a Language Line	Doctor/Group	Doctor/Group	Spanish	Spanish
Universal Care	Spanish Use a Language Line	Member	Member	Spanish	Spanish
Western Health Advantage	Spanish, Mandarin/Cantonese Use a Language Line	Not Specified	Doctor/Group	Not Applicable	Not Applicable
Alameda Alliance for Health	Spanish, Mandarin/Cantonese Use a Language Line	Plan, Doctor/Group	Plan, Doctor/Group	Spanish, Chinese	Spanish, Chinese
Community Health Plan	Spanish, Mandarin/Cantonese Use a Language Line	Doctor/Group	Doctor/Group	Spanish, Chinese	Spanish, Chinese
Contra Costa County Medical Services	Spanish Use a Language Line	Plan	Plan	Not Applicable	Spanish

Healthy Families

HMO SERVICES IN OTHER LANGUAGES

	INTERPRETER SERVICES			WRITTEN MATERIALS	
	When Calling your HMO, Plan Customer Service Staff Speak/Use:	For Doctor Visits, Telephone Interpreter Services are Arranged By:	For Doctor Visits, Access to Face-to-Face Interpreter Arranged By:	Plan Has List of Bilingual Doctors In:	Many Written Materials Are Translated Into:
Blue Cross HMO-California Care	Spanish Use a Language Line	Plan	Plan, Member	Not Applicable	Spanish, Chinese
Blue Shield of California	Spanish Use a Language Line	Doctor/Group	Plan, Doctor/Group	Spanish	Spanish
Health Net	Spanish, Mandarin/Cantonese Use a Language Line	Member, Doctor/Group	Member, Doctor/Group	Spanish, Chinese	Spanish, Chinese
Kaiser Permanente	Spanish, Mandarin/Cantonese Use a Language Line	Plan	Plan	Spanish	Spanish, Chinese
Universal Care	Spanish Use a Language Line	Plan, Doctor/Group	Plan, Doctor/Group	Spanish	Spanish
Alameda Alliance for Health	Spanish, Mandarin/Cantonese Use a Language Line	Plan, Doctor/Group	Plan, Doctor/Group	Spanish, Chinese	Spanish, Chinese
Care First Health Plan	Spanish Use a Language Line	Plan	Plan	Spanish	Spanish
Community Health Plan	Spanish, Mandarin/Cantonese Use a Language Line	Doctor/Group	Doctor/Group	Spanish, Chinese	Spanish, Chinese
Contra Costa County Medical Services	Spanish Use a Language Line	Plan	Plan	Spanish	Spanish
The Health Plan of San Joaquin	Spanish	Plan	Plan	Spanish	Spanish
Inland Empire Health Plan	Spanish	Plan, Doctor/Group	Doctor/Group	Spanish	Spanish
Kern Family Health Care	Spanish Use a Language Line	Plan	Plan	Spanish	Spanish
L.A. Care	Spanish, Mandarin/Cantonese Use a Language Line	Plan	Plan	Spanish	Spanish, Chinese
Molina Healthcare of California	Spanish Use a Language Line	Plan	Plan	Spanish	Spanish, Chinese
San Francisco Health Plan	Spanish, Mandarin/Cantonese Use a Language Line	Doctor/Group	Doctor/Group	Spanish, Chinese	Spanish, Chinese
Santa Clara Family Health Plan	Spanish Use a Language Line	Plan	Plan, Doctor/Group	Spanish	Spanish

	INTERPRETER SERVICES			WRITTEN MATERIALS	
	When Calling your HMO, Plan Customer Service Staff Speak/Use:	For Doctor Visits, Telephone Interpreter Services are Arranged By:	For Doctor Visits, Access to Face-to-Face Interpreter Arranged By:	Plan Has List of Bilingual Doctors In:	Many Written Materials Are Translated Into:
Blue Cross HMO-California Care	Spanish, Mandarin/Cantonese Use a Language Line	Plan	Plan, Member	Not Applicable	Spanish, Chinese
Health Net	Spanish, Mandarin/Cantonese Use a Language Line	Member, Doctor/Group	Member, Doctor/Group	Spanish, Chinese	Spanish, Chinese
Kaiser Permanente	Spanish, Mandarin/Cantonese Use a Language Line	Plan	Plan	Spanish	Spanish, Chinese
Universal Care	Spanish Use a Language Line	Plan, Doctor/Group	Plan, Doctor/Group	Spanish	Spanish
Western Health Advantage	Spanish, Mandarin/Cantonese, Other	Doctor/Group	Doctor/Group	Spanish, Chinese	Spanish, Chinese
Alameda Alliance for Health	Spanish, Mandarin/Cantonese Use a Language Line	Plan, Doctor/Group	Plan, Doctor/Group	Spanish, Chinese	Spanish, Chinese
Care First Health Plan	Spanish Use a Language Line	Plan	Plan	Spanish	Spanish, Chinese
Community Health Plan	Spanish, Mandarin/Cantonese Use a Language Line	Doctor/Group	Doctor/Group	Spanish, Chinese	Spanish, Chinese
Contra Costa County Medical Services	Spanish Use a Language Line	Plan	Plan	Spanish	Spanish
Health Plan of San Joaquin	Spanish	Plan	Plan	Spanish	Spanish
Inland Empire Health Plan	Spanish	Plan, Doctor/Group	Doctor/Group	Spanish	Spanish
Kern Family Health Care	Spanish Use a Language Line	Plan	Plan	Spanish	Spanish
L.A. Care	Spanish, Mandarin/Cantonese Use a Language Line	Doctor/Group	Doctor/Group	Spanish, Chinese	Spanish, Chinese
Molina Healthcare of California	Spanish Use a Language Line	Plan	Plan	Spanish	Spanish, Chinese
San Francisco Health Plan	Spanish, Mandarin/Cantonese Use a Language Line	Doctor/Group	Doctor/Group	Spanish, Chinese	Spanish, Chinese
Santa Clara Family Health Plan	Spanish Use a Language Line	Plan	Plan, Doctor/Group	Spanish	Spanish

Medicare

HMO SERVICES IN OTHER LANGUAGES

	INTERPRETER SERVICES			WRITTEN MATERIALS	
	When Calling your HMO, Plan Customer Service Staff Speak/Use:	For Doctor Visits, Telephone Interpreter Services are Arranged By:	For Doctor Visits, Access to Face-to-Face Interpreter Arranged By:	Plan Has List of Bilingual Doctors In:	Many Written Materials Are Translated Into:
Aetna US Healthcare of California	Spanish, Mandarin/Cantonese Use a Language Line	Plan	Plan	Spanish	Spanish
Blue Cross HMO-California Care	Spanish, Mandarin/Cantonese Use a Language Line	Not Specified	Not Specified	Not Applicable	Spanish
Blue Shield of California	Spanish Use a Language Line	Doctor/Group	Doctor/Group	Spanish	Spanish
Health Net	Spanish, Mandarin/Cantonese Use a Language Line	Member	Member, Doctor/Group	Spanish	Spanish
Kaiser Permanente	Spanish, Mandarin/Cantonese Use a Language Line	Plan	Plan	Spanish	Spanish, Chinese
PacifiCare of California	Spanish, Mandarin/Cantonese Use a Language Line	Doctor/Group	Doctor/Group	Not Applicable	Not Reported
Universal Care	Spanish Use a Language Line	Plan, Doctor/Group	Plan, Doctor/Group	Spanish	Spanish
Western Health Advantage	Spanish, Mandarin/Cantonese	Not Specified	Doctor/Group	Spanish	Not Applicable
Contra Costa County Medical Services	Spanish Use a Language Line	Plan	Doctor/Group	Not Applicable	Spanish

HMO Ratings Statewide

Select Your Region

The following section shows HMO and Medical Group ratings for each of eleven regions of California.

These ratings summarize more detailed information that you can view on OPA's web site www.opa.ca.gov/report_card



What the HMO Ratings Mean

Your choice of an HMO greatly affects the quality of the medical care and service that you get. You may choose a plan because it lets you keep your personal doctor or use a certain hospital. But HMO quality involves more than that.

Use these HMO quality ratings—which are based on what HMO members say about their experiences and on the medical records of patients in the plan—to find an HMO that meets your care and service needs.

Care for Staying Healthy

Shows how well HMOs and their doctors help members avoid illness and find problems early when they can best be treated.

Care for Getting Better

Shows how well HMOs and their doctors help members get the right treatment to recover from serious illness such as heart disease and depression.

Care for Living with Illness

Shows how well HMOs and their doctors take care of members who have chronic illnesses including high blood pressure, asthma, and diabetes.

Doctor Communication & Service

Shows patient ratings of the quality of communication and service received from the HMO's doctors and their staffs.

Plan Service

Shows patient ratings of how well HMOs help members get the care they need and provide customer service to help them avoid "insurance hassles."

What the Medical Group Ratings Mean

When you enroll in a managed care plan—like an HMO—you usually choose a Primary Care Physician who provides your routine care and arranges specialty and other care. In a sense, when you choose a doctor who's in a medical group, you also choose the rest of the group's doctors and staff. The medical group can play a big part in your care and service.

Use these medical group quality ratings—which are based on reports from more than 35,000 Californians—to choose a medical group that offers the best care for you and your family.

Overall Rating of Care

Shows how patients rated the care overall from the doctors and other staff at the medical group.

Getting Treatment & Specialty Care

Shows how patients rated the medical group in getting tests or treatments and seeing specialists when needed.

Communicating With Patients

Shows how patients rated the group's doctors and staff in listening carefully, explaining clearly and spending enough time with them.

Timely Care & Service

Shows how patients rated the medical group on scheduling and keeping appointments on time, getting care after hours and by telephone and seeing their regular doctor without delay.

Sacramento & Central CA

AMADOR/EL DORADO/PLACER/SACRAMENTO/SUTTER/YOLO/YUBA

HMO Ratings	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Doctor Communication & Services	Plan Service
Blue Cross HMO	★★	★	★	★★	★★
Blue Shield of California	★★	★	★	★★	★
CIGNA HealthCare	★★	★	★★	★★	★
Health Net	★	★	★	★★	★
Kaiser Permanente–North	★★	★★	★	★★	★★
PacifiCare of California	★★	★★	★★	★★	★★
Western Health Advantage	★	☆	☆	★★	★★

COMPARE THE QUALITY RESULTS FOR THE HMOs LISTED.

HMOs are rated in five areas of quality, which together show how an HMO can make a difference in your health.

Medical Group Ratings	Overall Rating of Care	Getting Treatment & Specialty Care	Communicating with Patients	Timely Care & Service
Hill Physicians Med Grp	★★	★★	★★★	★★
Kaiser–Sacramento Area	★	★★	★★	★
Sutter	★★	★★	★★★	★★
Sutter Med Grp	★★	★★	★★	★
Sutter West Med Grp	★★	★★	★★★	★★
UC Davis Med Grp	★★	★	★★	★

COMPARE THE QUALITY RESULTS FOR THE MEDICAL GROUPS LISTED.

Medical groups are rated overall and in three specific areas of quality, which together show how a medical group can make a difference in your health.

East Bay

ALAMEDA/CONTRA COSTA/SOLANO

HMO Ratings	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Doctor Communication & Services	Plan Service
Aetna US Healthcare	★★	★	★★	★★	★
Blue Cross HMO	★★	★	★	★★	★★
Blue Shield of California	★★	★	★	★★	★
CIGNA HealthCare	★★	★	★★	★★	★
Health Net	★	★	★	★★	★
Kaiser Permanente-North	★★	★★	★	★★	★★
PacifiCare of California	★★	★★	★★	★★	★
Western Health Advantage	★	☆	☆	★★	★★

COMPARE THE QUALITY RESULTS FOR THE HMOs LISTED.

HMOs are rated in five areas of quality, which together show how an HMO can make a difference in your health.

Medical Group Ratings	Overall Rating of Care	Getting Treatment & Specialty Care	Communicating with Patients	Timely Care & Service
Affinity Med Grp	★★	★★	★★	★★
Alta Bates Med Grp	★	★	★★	★
East County Med Grp	★★	★★	★★	★★
Hill Physicians Med Grp	★★	★★	★★★	★★
John Muir/Mt. Diablo Health Ntwk	★★	★	★★	★
Kaiser-Bay Area	★	★★	★★	★
Palo Alto Medical Foundation	★★	★★	★★★	★

COMPARE THE QUALITY RESULTS FOR THE MEDICAL GROUPS LISTED.

Medical groups are rated overall and in three specific areas of quality, which together show how a medical group can make a difference in your health.

San Francisco & North Bay

SAN FRANCISCO/MARIN/NAPA/SONOMA

HMO Ratings	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Doctor Communication & Services	Plan Service
Aetna US Healthcare	★★	★	★★	★★	★
Blue Cross HMO	★★	★	★	★★	★★
Blue Shield of California	★★	★	★	★★	★
CIGNA HealthCare	★★	★	★★	★★	★
Health Net	★	★	★	★★	★
Kaiser Permanente–North	★★	★★	★	★★	★★
PacifiCare of California	★★	★★	★★	★★	★

COMPARE THE QUALITY RESULTS FOR THE HMOs LISTED.

HMOs are rated in five areas of quality, which together show how an HMO can make a difference in your health.

Medical Group Ratings	Overall Rating of Care	Getting Treatment & Specialty Care	Communicating with Patients	Timely Care & Service
Brown & Toland Med Grp	★★	★★	★★	★
Hill Physicians Med Grp	★★	★★	★★★	★★
Kaiser–Bay Area	★	★★	★★	★
Kaiser–Sacramento Area	★	★★	★★	★
Marin IPA	★★	★★	★★★	★★
Sonoma County IPA	★★★	★★	★★★	★★★

COMPARE THE QUALITY RESULTS FOR THE MEDICAL GROUPS LISTED.

Medical groups are rated overall and in three specific areas of quality, which together show how a medical group can make a difference in your health.

South Bay

SAN MATEO/SANTA CLARA/SANTA CRUZ

HMO Ratings	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Doctor Communication & Services	Plan Service
Aetna US HealthCare	★★	★	★★	★★	★
Blue Cross HMO	★★	★	★	★★	★★
Blue Shield of California	★★	★	★	★★	★
CIGNA HealthCare	★★	★	★★	★★	★
Health Net	★	★	★	★★	★
Kaiser Permanente-North	★★	★★	★	★★	★★
PacifiCare of California	★★	★★	★★	★★	★

COMPARE THE QUALITY RESULTS FOR THE HMOs LISTED.

HMOs are rated in five areas of quality, which together show how an HMO can make a difference in your health.

Medical Group Ratings	Overall Rating of Care	Getting Treatment & Specialty Care	Communicating with Patients	Timely Care & Service
Brown & Toland Med Grp	★★	★★	★★	★
Camino Med Grp	★★	★★	★★	★
Hill Physicians Med Grp	★★	★★	★★★	★★
Kaiser-Bay Area	★	★★	★★	★
Mills-Peninsula Med Grp	★★	★★	★★	★★
Palo Alto Medical Foundation	★★	★★	★★★	★
Phys Med Grp of San Jose	★	★	★	☆
Phys Med Grp of Santa Cruz	★★	★★	★★	★
San Jose Med Grp	☆	★	★	☆
Santa Clara County IPA	★	★	★★	★
Santa Cruz Medical Clinic	★★	★★	★★★	★
Stanford Hospital and Clinics	★★	★★	★★	★

COMPARE THE QUALITY RESULTS FOR THE MEDICAL GROUPS LISTED.

Medical groups are rated overall and in three specific areas of quality, which together show how a medical group can make a difference in your health.

HMO Ratings	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Doctor Communication & Services	Plan Service
Aetna US Healthcare	★★	★	★★	★★	★
Blue Cross HMO	★★	★	★	★★	★★
Blue Shield of California	★★	★	★	★★	★
CIGNA HealthCare	★★	★	★★	★★	★
Health Net	★	★	★	★★	★
Kaiser Permanente-South	★★★	★★	★	★★	★★
PacifiCare of California	★★	★★	★★	★★	★
Universal Care	☆	★	☆	★★	★★

COMPARE THE QUALITY RESULTS FOR THE HMOs LISTED.

HMOs are rated in five areas of quality, which together show how an HMO can make a difference in your health.

Medical Group Ratings	Overall Rating of Care	Getting Treatment & Specialty Care	Communicating with Patients	Timely Care & Service
Central Valley Med Grp	★★	★	★★	★
Delta IPA	★★	★★	★★	★★
GEMCare	★★	★★	★★	★★
Kaiser-Bay Area	★	★★	★★	★
Kaiser-Greater LA	★	★	★★	★
PrimeCare Physician Network	★★	★★	★★★	★★
Sante Community Physicians	★★	★★	★★	★
Sutter Gould	★★	★	★★	★

COMPARE THE QUALITY RESULTS FOR THE MEDICAL GROUPS LISTED.

Medical groups are rated overall and in three specific areas of quality, which together show how a medical group can make a difference in your health.

HMO Ratings	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Doctor Communication & Services	Plan Service
Aetna US Healthcare	★★	★	★★	★★	★
Blue Cross HMO	★★	★	★	★★	★★
Blue Shield of California	★★	★	★	★★	★
CIGNA HealthCare	★★	★	★★	★★	★
Health Net	★	★	★	★★	★
Kaiser Permanente-South	★★★	★★	★	★★	★★
Pacificare of California	★★	★★	★★	★★	★
Universal Care	☆	★	☆	★★	★★

COMPARE THE QUALITY RESULTS FOR THE HMOs LISTED.

HMOs are rated in five areas of quality, which together show how an HMO can make a difference in your health.

Medical Group Ratings	Overall Rating of Care	Getting Treatment & Specialty Care	Communicating with Patients	Timely Care & Service
Kaiser-Greater LA	★	★	★★	★
Sansum Santa Barbara Med Grp	★	★★	★★	★
SeaView IPA	★	★	★★	★

COMPARE THE QUALITY RESULTS FOR THE MEDICAL GROUPS LISTED.

Medical groups are rated overall and in three specific areas of quality, which together show how a medical group can make a difference in your health.

North & West Los Angeles

SAN FERNANDO/WEST LOS ANGELES

HMO Ratings	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Doctor Communication & Services	Plan Service
Aetna US HealthCare	★★	★	★★	★★	★
Blue Cross HMO	★★	★	★	★★	★★
Blue Shield of California	★★	★	★	★★	★
CIGNA HealthCare	★★	★	★★	★★	★
Health Net	★	★	★	★★	★
Kaiser Permanente–South	★★★	★★	★	★★	★★
Pacificare of California	★★	★★	★★	★★	★
Universal Care	☆	★	☆	★★	★★

COMPARE THE QUALITY RESULTS FOR THE HMOs LISTED.

HMOs are rated in five areas of quality, which together show how an HMO can make a difference in your health.

Medical Group Ratings	Overall Rating of Care	Getting Treatment & Specialty Care	Communicating with Patients	Timely Care & Service
Bay Area Community Med Grp	★★	★	★★	★
Bright Medical Association	★★	★	★★	★
Cedars-Sinai Health Association	★★	★★	★★	★
Cedars-Sinai Med Grp	★★	★	★★	★
Facey Med Grp	★	★	★★	☆
Greater Valley Med Grp	★	★	★★	★
HealthCare Partners Med Grp	★★	★★	★★	★★
Kaiser–Greater LA	★	★	★★	★
Lakeside Med Grp	★	★★	★★	★
Northridge Med Grp	★	★	★★	★
Pacific IPA	★	☆	★	★
Phys Assoc of San Gabriel Valley	★	★	★★	★
UCLA Med Grp	★★	★	★★	★

COMPARE THE QUALITY RESULTS FOR THE MEDICAL GROUPS LISTED.

Medical groups are rated overall and in three specific areas of quality, which together show how a medical group can make a difference in your health.

Eastern Los Angeles

EASTERN LOS ANGELES/TORRANCE AND SOUTH BAY

HMO Ratings	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Doctor Communication & Services	Plan Service
Aetna US HealthCare	★★	★	★★	★★	★
Blue Cross HMO	★★	★	★	★★	★★
Blue Shield of California	★★	★	★	★★	★
CIGNA HealthCare	★★	★	★★	★★	★
Health Net	★	★	★	★★	★
Kaiser Permanente-South	★★★	★★	★	★★	★★
PacifiCare of California	★★	★★	★★	★★	★
Universal Care	☆	★	☆	★★	★★

COMPARE THE QUALITY RESULTS FOR THE HMOs LISTED.

HMOs are rated in five areas of quality, which together show how an HMO can make a difference in your health.

Medical Group Ratings	Overall Rating of Care	Getting Treatment & Specialty Care	Communicating with Patients	Timely Care & Service
Alamitos IPA	★	★	★★	★
Alliance/Unified Med Grp	★★	★	★★	★
Bright Medical Association	★★	★	★★	★
HealthCare Partners Med Grp	★★	★★	★★	★★
Kaiser-Greater LA	★	★	★★	★
Lakewood	★	★★	★★	★
Memorial HealthCare	★	★★	★★	★
ProfessionalCare Med Grp	★	★	★★	★
Promed Health Network	★★	★★	★★	★
Talbert Med Grp	★	★	★★	★
Torrance Hospital IPA	★★	★★	★★	★★

COMPARE THE QUALITY RESULTS FOR THE MEDICAL GROUPS LISTED.

Medical groups are rated overall and in three specific areas of quality, which together show how a medical group can make a difference in your health.

HMO Ratings	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Doctor Communication & Services	Plan Service
Aetna US Healthcare	★★	★	★★	★★	★
Blue Cross HMO	★★	★	★	★★	★★
Blue Shield of California	★★	★	★	★★	★
CIGNA HealthCare	★★	★	★★	★★	★
Health Net	★	★	★	★★	★
Kaiser Permanente–South	★★★	★★	★	★★	★★
PacifiCare of California	★★	★★	★★	★★	★
Universal Care	☆	★	☆	★★	★★

COMPARE THE QUALITY RESULTS FOR THE HMOs LISTED.

HMOs are rated in five areas of quality, which together show how an HMO can make a difference in your health.

Medical Group Ratings	Overall Rating of Care	Getting Treatment & Specialty Care	Communicating with Patients	Timely Care & Service
Bright Medical Association	★★	★	★★	★
Bristol Park Med Grp	★	★	★★	★
Greater Newport Physicians	★★	★★	★★	★
HealthCare Partners Med Grp	★★	★★	★★	★★
Kaiser–Greater LA	★	★	★★	★
Memorial HealthCare	★	★★	★★	★
Monarch HealthCare	★	★	★★	★
ProfessionalCare Med Grp	★	★	★★	★
St. Joseph Hospital Affiliated Phys	★★	★★	★★	★
St. Joseph Heritage Med Grp	★★	★★	★★	★
St. Jude Affiliated Physicians	★★	★★	★★	★
St. Jude Heritage Med Grp	★★	★★	★★★	★★
Talbert Med Grp	★	★	★★	★

COMPARE THE QUALITY RESULTS FOR THE MEDICAL GROUPS LISTED.

Medical groups are rated overall and in three specific areas of quality, which together show how a medical group can make a difference in your health.

Inland Empire

RIVERSIDE/SAN BERNARDINO

HMO Ratings	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Doctor Communication & Services	Plan Service
Aetna US HealthCare	★★	★	★★	★★	★
Blue Cross HMO	★★	★	★	★★	★★
Blue Shield of California	★★	★	★	★★	★
CIGNA HealthCare	★★	★	★★	★★	★
Health Net	★	★	★	★★	★
Kaiser Permanente–South	★★★	★★	★	★★	★★
PacifiCare of California	★★	★★	★★	★★	★
Universal Care	☆	★	☆	★★	★★

COMPARE THE QUALITY RESULTS FOR THE HMOs LISTED.

HMOs are rated in five areas of quality, which together show how an HMO can make a difference in your health.

Medical Group Ratings	Overall Rating of Care	Getting Treatment & Specialty Care	Communicating with Patients	Timely Care & Service
Beaver Med Grp	★★	★★	★★	★
Empire Physicians Med Grp	★	★	★★	★
Kaiser–Greater LA	★	★	★★	★
Kaiser–San Diego	★	★	★★	★
PrimeCare–Chino Valley	★	★	★★	★
PrimeCare–Corona	★	★	★★	★
PrimeCare–Hemet	★	★★	★★	★
PrimeCare–Inland Valley	☆	★	★★	☆
PrimeCare–Moreno Valley	★	★★	★★	★
PrimeCare–Redlands	★★★	★★	★★★	★★
PrimeCare–Riverside	★★	★★	★★	★★
PrimeCare–Sun City	★	★★	★★	★
PrimeCare–Temecula	★	★★	★★	★
Promed Health Network	★★	★★	★★	★
Riverside Medical Clinic	★★	★★	★★	★

COMPARE THE QUALITY RESULTS FOR THE MEDICAL GROUPS LISTED.

Medical groups are rated overall and in three specific areas of quality, which together show how a medical group can make a difference in your health.

HMO Ratings	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Doctor Communication & Services	Plan Service
Aetna US Healthcare	★★	★	★★	★★	★
Blue Cross HMO	★★	★	★	★★	★★
Blue Shield of California	★★	★	★	★★	★
CIGNA HealthCare	★★	★	★★	★★	★
Health Net	★	★	★	★★	★
Kaiser Permanente–South	★★★	★★	★	★★	★★
PacifiCare of California	★★	★★	★★	★★	★
Universal Care	☆	★	☆	★★	★★

COMPARE THE QUALITY RESULTS FOR THE HMOs LISTED.

HMOs are rated in five areas of quality, which together show how an HMO can make a difference in your health.

Medical Group Ratings	Overall Rating of Care	Getting Treatment & Specialty Care	Communicating with Patients	Timely Care & Service
Centre for Health Care	★★	★★	★★	★
Kaiser–San Diego	★	★	★★	★
Mercy Physicians Med Grp	★★	★★	★★★	★★
Penn Elm Med Grp	★★	★★	★★★	★
Scripps Clinic Med Grp	★	★	★★	★
Scripps Mercy Med Grp	★★★	★★	★★★	★★
Sharp Community Med Grp	★★	★★	★★	★
Sharp Mission Park Med Grp	★★	★★	★★★	★
Sharp Rees–Stealy Med Grp	★★	★★	★★	★

COMPARE THE QUALITY RESULTS FOR THE MEDICAL GROUPS LISTED.

Medical groups are rated overall and in three specific areas of quality, which together show how a medical group can make a difference in your health.

HMO Quality Report Card Health Plans

HMOs

Aetna U.S. Healthcare of California

1-800-756-7039

TTY/TDD → 1-877-688-9891

www.aetna.com

Blue Cross of California

1-800-999-3643

TTY/TDD → 1-800-735-2929

www.bluecross.com

Blue Shield of California

1-800-200-3242

TTY/TDD → 1-800-241-1823

www.blueshield.com

Blue Shield of California: www.mylifepath.com

CIGNA HealthCare of California

1-800-832-3211

TTY/TDD → 1-800-321-9545

www.cigna.com

Health Net of California

1-800-638-3889 (North),

1-800-522-0088 (South)

TTY/TDD → 1-800-929-9955

www.healthnet.com

Kaiser Permanente–North

1-800-464-4000, 1-800-788-0616 (Spanish)

TTY/TDD → 1-800-777-1370

www.kaiserpermanente.org

Kaiser Permanente–South

1-800-464-4000, 1-800-788-0616 (Spanish)

TTY/TDD → 1-800-777-1370

www.kaiserpermanente.org

PacifiCare of California

1-800-624-8822

TTY/TDD → 1-800-442-8833

www.pacificare.com

Universal Care

1-800-635-6668

TTY/TDD → 1-866-321-5955

www.universalcare.com

Western Health Advantage

1-888-227-5942

TTY/TDD → 1-888-877-5378

www.westernhealth.com

LOCAL PLANS

Alameda Alliance for Health

510-747-4500

TTY/TDD → 510-747-4501

www.alamedaalliance.com

Contra Costa Health Services

1-877-661-6230

www.cchealth.org

Health Plan of San Joaquin

1-800-932-7526 (English, Spanish, Hmong, Vietnamese and Cambodian),

1-800-655-8294 (advice nurse)

TTY/TDD → 209-939-3588

www.hpsj.com

Kern Family Health Care

1-800-391-2000

TTY/TDD → 1-800-735-2929

L.A. Care Health Plan

213-694-1250

www.lacare.org

San Francisco Health Plan

1-800-288-5555

TTY/TDD → 1-888-883-7347

or 547-7830 (local)

www.sfhph.org

Santa Clara Family Health Plan

1-800-260-6617

TTY/TDD → 1-800-567-7759

www.scfhp.com

Care 1st Health Plan

1-800-605-2556

Community Health Plan

1-800-475-5550

Inland Empire Health Plan

1-800-440-4347

TTY/TDD → 909-890-0731

www.iehph.org

Molina Healthcare of California

1-800-526-8196

TTY/TDD → 1-800-479-3310

www.molinahealthcare.com

Office of the Patient Advocate Sources

Established in July 2000 by Governor Gray Davis, the California State Office of the Patient Advocate is responsible for informing California HMO enrollees about their rights under California law. The Office informs consumers about their HMO rights and responsibilities and, through the **Department of Managed Health Care's HMO Help Center**, helps assure the highest level of customer service.

The Help Center assists HMO enrollees with health care questions and concerns. You may contact The Help Center 7 days a week, 24 hours a day, toll free, at 1-800-HMO-2219 or TDD 1-877-688-9891.

Martin Gallegos, D.C., the California State Patient Advocate, urges you to become aware of the many rights you have available under California law, and to become an active participant in obtaining the best health care possible for you and your family.

THIS REPORT CARD WAS PREPARED WITH INFORMATION FROM THE FOLLOWING SOURCES:

California Cooperative Healthcare Reporting Initiative (CCHRI). Working together in California, health plans, employers, and medical groups collect and publicly report information on the quality of care provided by HMO plans and medical groups. CCHRI reports are based on consumer surveys (CAHPS) and confidential reviews of medical charts (HEDIS) to verify that patients have received appropriate care.

Consumer Assessment of Health Plans Survey (CAHPS). This survey of HMO members asks them to report on their HMO experiences in accessing care, the quality of care received, and plan customer service.

HEDIS (Health Plan Employer Data and Information Set). This statistical tool is used by health plans to collect facts about the quality of care and service they provide. Through HEDIS, health plans collect information uniformly so comparisons among plans are fair and valid.

For more information about the Office of the Patient Advocate, call OPA's toll free number:

1-866-HMO-8900

or visit our website:

www.opa.ca.gov



Gray Davis, Governor
State of California



Maria Contreras-Sweet, Secretary
Business, Transportation and Housing Agency



Martin Gallegos, Patient Advocate
Office of the Patient Advocate
320 West Fourth Street, Suite 800, Los Angeles CA 90013
980 Ninth Street, Suite 500, Sacramento CA 95814